

## **SERVICE RESPONSE LEVEL DEFINITIONS FOR HARDWARE WARRANTY REPAIR/REPLACEMENT:**

**4-hour or 8-hour Onsite** - Repair/Replacement is performed by E Logix IT technician within time specified within service contract

**Next Business Day (NBD) Onsite** - Repair/Replacement is performed by E Logix IT technician by NBD

**Next Business Day (NBD) Parts only** - Repair/Replacement is shipped to customer by NBD. Installation of device is the responsibility of the customer.

**Return to Depot** - Repair/Replacement is shipped to customer after receipt of non-working hardware using Return Materials Authorization (RMA) request. E Logix IT shall repair or replace the defective unit within ten (10) business days of receipt of the defective Product.

E Logix IT will make every effort to repair or replace defective hardware in the time specified in the warranty terms table. Repair/Replacement covers service parts and/or whole unit exchange to repair and/or replace defect(s) in workmanship occurring within the hardware warranty period. Customers seeking to protect their hardware investment beyond the standard warranty period require an extended service contract.

Service response time is based on commercially reasonable effort and may vary. Contact your local E Logix IT representative for specifics in your area.